INFORMATION TECHNOLOGY DIVISION

Systems and Programming Section

Disclaimer

The following instructions are being provided to you on an "as-is" basis, with no warranty for usability, either expressed or implied. Use of these instructions is at the agency's own risk; neither the Indiana State Police, nor any of its employees in the Information Technology Division, will be held liable for any data loss, damage to any computer or computer equipment, incorrect information, unlawful arrest or death of any officer, civilian or member of the public arising from or associated with the exercise of these instructions.

These instructions were developed by the Indiana State Police Systems and Programming staff as a temporary "work-around" to a malfunction in the Omnixx Force™ software. The malfunction was introduced in a large package of corrections and enhancements applied by the software manufacturer, our vendor Datamaxx® Applied Technologies, on or about December 3, 2003. Datamaxx has been made aware of the problem, as well as the work-around that these instructions document, though they neither contributed to the work-around nor gave any approval to it. To date the problem still remains and no estimate of a permanent fix has been offered by the vendor.

ANYONE USING THESE INSTRUCTIONS IS REQUIRED TO THOROUGHLY READ, UNDERSTAND AND FOLLOW THESE INSTRUCTIONS PRECISELY. ANYONE UNABLE TO DO SO SHOULD CONTACT A PROFESSIONAL COMPUTER TECHNICIAN FOR ASSISTANCE WITH THESE INSTRUCTIONS.

If you are unwilling to use these instructions to work around the malfunction, you are welcome to contact Datamaxx® Support directly at 1-877-DMX-TECH (877-369-8324) to request assistance in resolving this problem.

These instructions were last updated on Tuesday, February 03, 2004 at 7:47:00 AM.

The Problem of "The Dinging Bell"

™, now how do I get back in?"

As you have probably discovered, the new IDACS system, Omnixx Force™, is pretty powerful and can do some amazing things. But, like any computer program, it can also be a big headache when it does not work as it should.

We all have experienced the confusion that accompanies trying to fix a computer problem. We often wonder where to start, are we doing the right thing, and, heaven forbid, will this "fix" just make it worse? This step-by-step guide is designed to ease your worries and walk you through resolving a common, and we hope very temporary problem that has arisen recently with the Omnixx Force™ software.

The Problem

Recently, the company that makes Omnixx™, Datamaxx® Applied Technologies, made some changes that will be very useful enhancements to the way you use Omnixx Force™ to run queries and sort through all of the responses you receive.

One of the enhancements is a "preview pane", similar to the one that Microsoft® Outlook® uses to show you the content of a message without requiring you to actually double-click the message to open it. The problem seems to be that the preview pane in Omnixx™ might have some size limit that prevents it from displaying very large messages

This is just conjecture, until the company finds and permanently fixes the problem, but we believe that when a very large message comes in, the preview pane gets "overloaded" and refuses to accept or display the message. But by that time, the message is already off of the IDACS server and in the user's log, waiting to be displayed. Since Omnixx Force™ knows about this new message, even though it cannot display it, Force™ rings the "new message" alert bell until the user displays the message or cancels Force™ altogether.

Once Force™ has been cancelled, the user, of course, wants to get back in and get to work. Unfortunately, the very large message is still in the log, waiting to be displayed. As Force™ starts up, one of the first things it does is to check for new messages to display. That is part of what it is doing when you see "Collecting information, please wait…" Because it cannot fit the very large message into its display window, Force™ never completes its start up process.

The "Work-Around"

The remainder of this document will guide you through the steps you need to take to restore access to your Omnixx Force™ software. During this process, we will find and identify your current Omnixx™ logs, rename their folder for safekeeping to a new folder name that Force™ will not try to access, and finally, restart Omnixx Force™ to make sure everything is working properly.

Visual cues throughout this document will assist you in identifying key areas requiring extra attention. Watch for **valuable information** that you may wish to record for future reference, **command entry** requirements and important **mouse actions** to perform, and locations where further instruction or information may be found in another **manual reference**.

Once finished, you should save these instructions in a safe place that everybody can find, because this problem can occur at any time, since it is impossible to predict which messages will be too big for the preview pane to display.

Back to Basics, just in case...

Before we proceed, let's define some terms just so we are all on the same sheet of music when the conductor raises his baton.

Most of the actions will be carried out using your mouse and the mouse's "left-click" button. When the instructions ask you to "**click**" an object, it means to move the mouse pointer until it is over the object on the screen, and then press the **left mouse button** and release it quickly. When the instructions ask you to "**double-click**" an object, it means to move the mouse pointer until it is over the object on the screen, and then quickly press the **left mouse button** and release it **twice in rapid succession**. When the instructions call for you to "**drag**" an object and "**drop**" it somewhere, it means to move the mouse pointer until it is over the object on the screen, press the **left mouse button** down **and hold it, as you move the mouse pointer and the object** to the new location. When the mouse pointer and the object are over the new location, **then release the left mouse button**, not before. Occasionally, you may be asked to "**right-click**" an object, which means to move the mouse pointer until it is over the object on the screen, and then press the **right mouse button** and release it quickly.

All of the instructions are based upon Microsoft® Windows® 2000 and Microsoft® Windows® XP. If you are using another operating system on your computer, you may need to consult your local technician.

Before taking any steps to restore your access to Omnixx™, you must first save your old logs for later restoration. In the steps below, you will find your Omnixx™ logs folder, create a new folder to hold your logs, and then copy your current logs to the new folder.

Where are the Logs?

The Omnixx Force™ message logs are stored in a folder on your local disk "C:" drive called, "C:\OMNIXX\OmnixxForce\LOGS". Graphically, the location looks something like Figure 1 below:
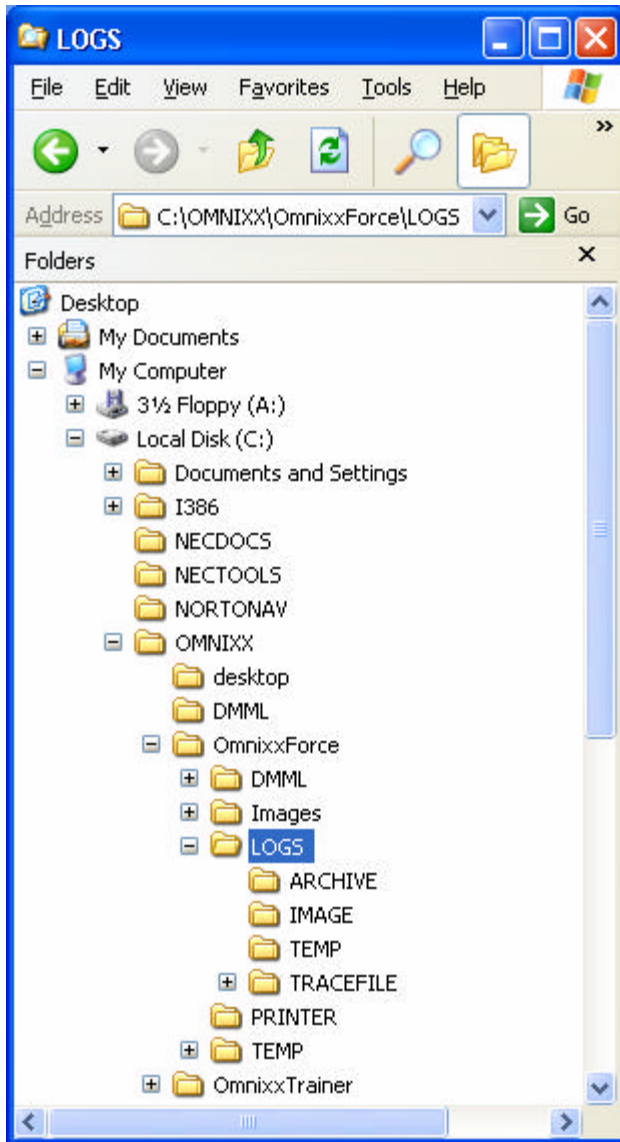

Figure 1 - Location of Omnixx Force™ logs

Throughout these instructions, we will present graphics such as the one above, as a reference point in case you feel you got lost somewhere along the way.

Let's find your logs, using the instructions below to open the necessary folders in Windows® Explorer:

1.   On your desktop, you should have an icon called "**My Computer**", representing all of the disk drives in your computer. Find the "**My Computer**" icon on your desktop, and double-click on it.
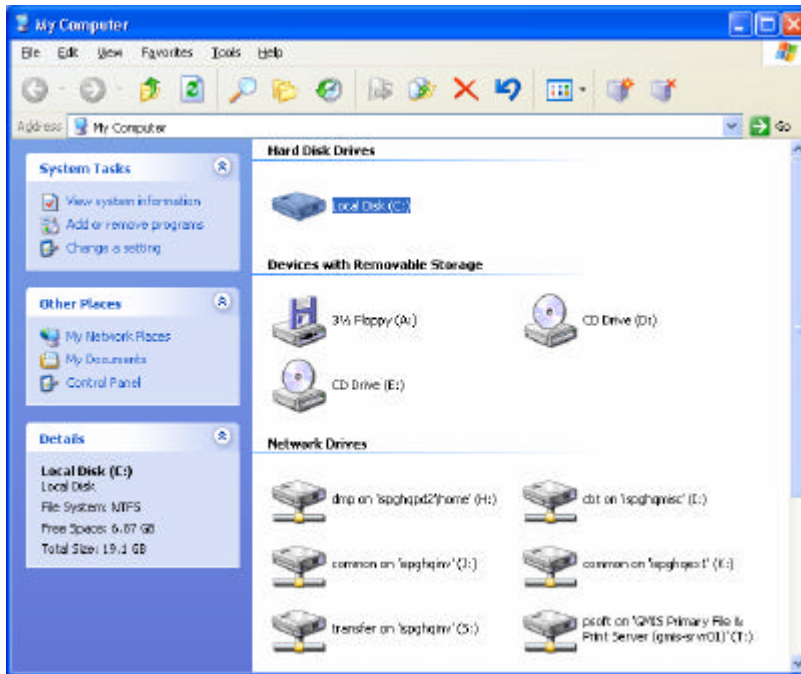

Figure 2 - My Computer

You should have just opened a window that looks something like Figure 2. Do not worry if it is somewhat different – you probably will have different or fewer network drives, or only one CD Drive – that is okay. What we are interested in is the hard disk drive labeled "**Local Disk (C:)**".

2.   Find your Local Disk (C:), and double-click it.

Now, if you are using Windows® XP, you probably received a message that says

These files are hidden.

This folder contains files that keep your system working properly.   You should not modify its contents.

Show the contents of this folder

If that is the case, go ahead and click on the phrase "**Show the contents of this folder**".

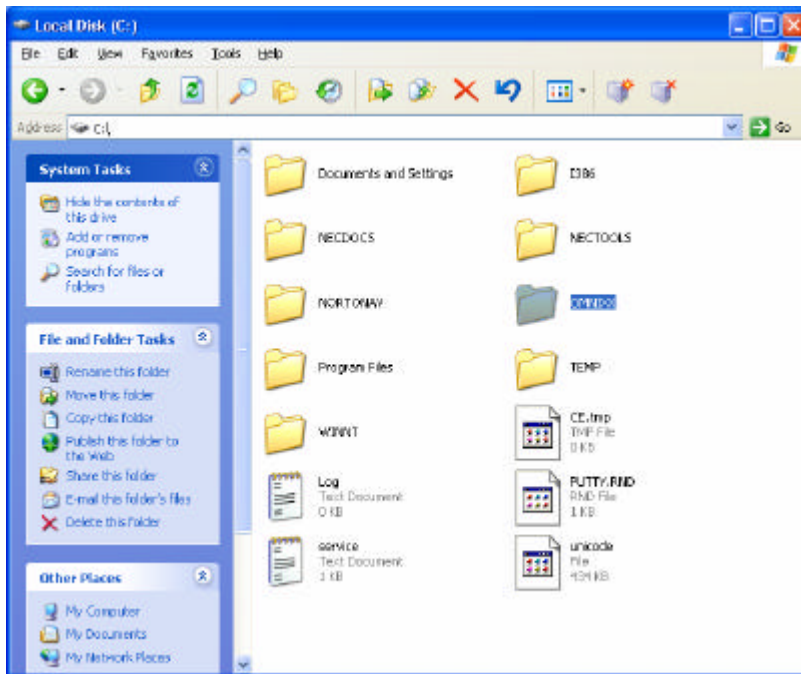At this point, your **Local Disk (C:)** should display a list of folders, as in Figure 3:

Figure 3 - Local Disk (C:)

3. Next, find the folder labeled "**OMNIXX**", and double-click the folder icon.
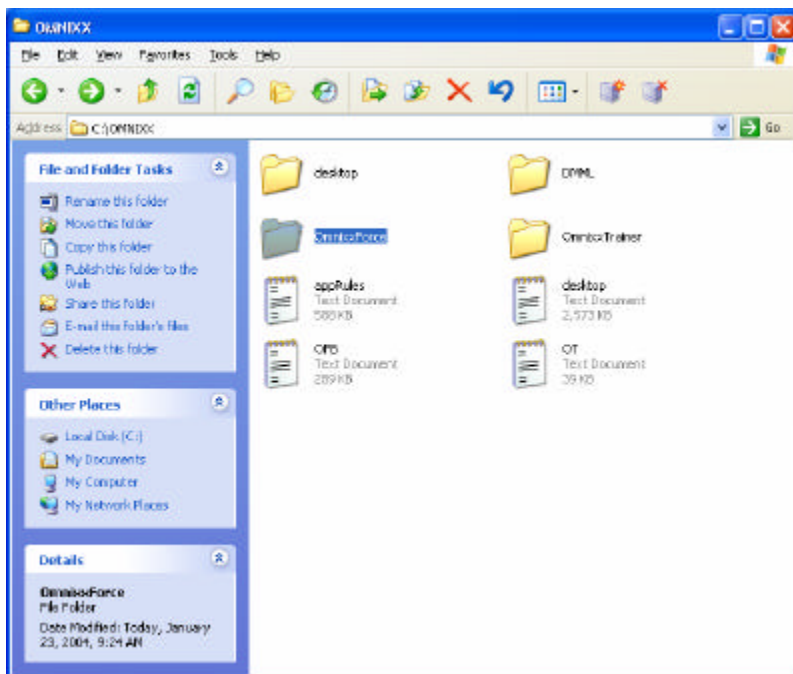

Figure 4 - OMNIXX Folder

4. In the OMNIXX folder, find the folder labeled "**OmnixxForce**", and double-click the icon.

At this point, you should have a folder open that looks pretty much like Figure 5 below:
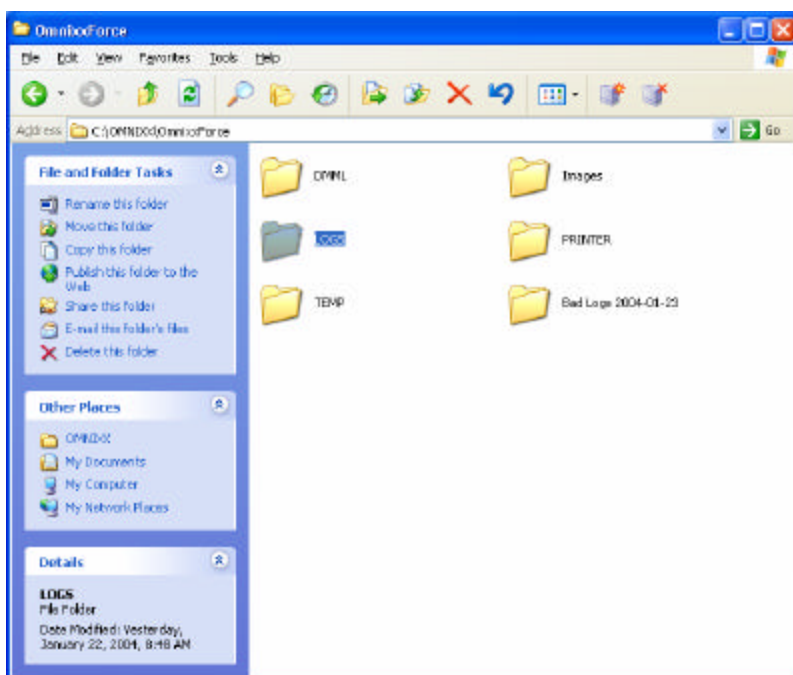

Figure 5 - OmnixxForce folder contents

Rename the LOGS Folder

The next step is to rename your LOGS folder to a new folder name to store your old logs – hopefully the vendor will provide a way to recover them and merge them into your existing logs. You may have performed this procedure before, and already have a backup folder for your logs. Nonetheless, we will create a different folder this time, to avoid overlaying logs you saved the previous time.

When we rename the LOGS folder, we will work with the menu bar (Figure 6) at the top of your OmnixxForce folder window.
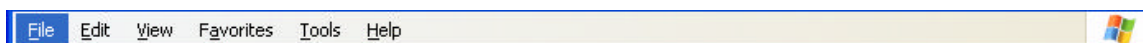

Figure 6 - Folder Menu Bar

There are other ways to do this, and if you are more comfortable with those methods, by all means use them. However, for simplicity we will stick with the menus.

To rename your "LOGS" folder to a new folder name in your existing OmnixxForce folder, follow the instructions below:

5. Make sure your "**LOGS**" folder is highlighted by clicking on it once.

6. On the menu bar, click on the "**File**" menu label.

7. Just as a checkpoint, your OmnixxForce window should look something like Figure 7 below.
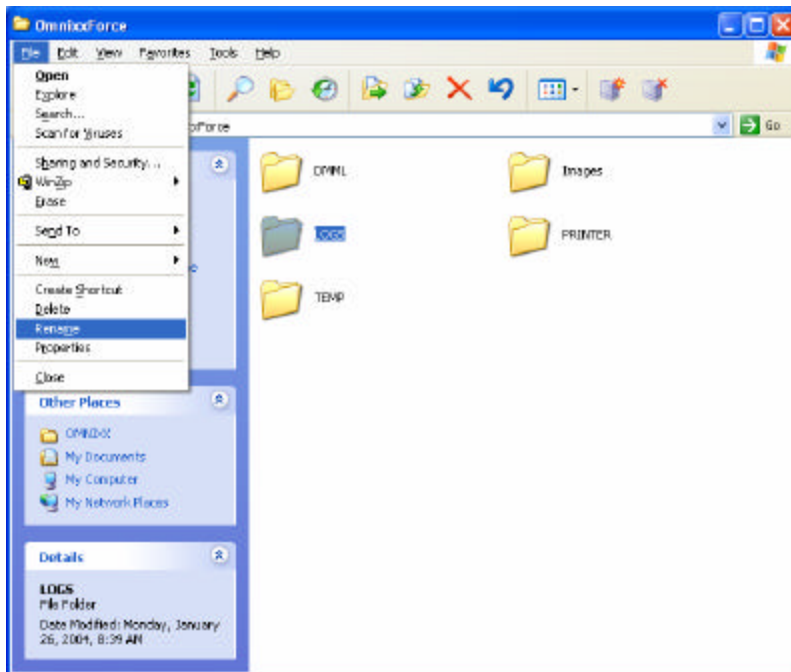

Figure 7 - Selecting the "**Rename**" option.

8. In the menu that opens, click on the "**Rename**" option label.

The folder name box is now open for changing the name*, as seen in Figure 8. The default name "**LOGS**" should be changed to remind you of the contents, and probably the date also, so that later on the logs can be restored and accessed when the problem is fixed by the vendor.

Our suggestion for a new name for the folder is the words "**Bad Logs**", followed by the date in the format **YYYY-MM-DD**. (PLEASE NOTE: It is important that you use a dash character "-", and **not** a slash character "/", to separate the date. You may also omit the separator altogether.) This keeps the folders organized so it is easy to see when they were created.

The complete name would look something like: "**Bad Logs 2004-01-23**".

Let's go ahead and give your "LOGS" folder a new name. Make sure your folder's name box is open for changing it, as shown in Figure 8. If it is not, click on the folder's icon, then click on the "**File**" menu label and click on the "**Rename**" option on the File Menu. This should open the new folder's name box for editing*.

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* The name "**LOGS**" will be highlighted as shown in Figure 8 and the cursor next to it, a vertical bar, will be blinking. With the name highlighted as shown, you can simply begin typing the name you chose and it will automatically replace what is highlighted.
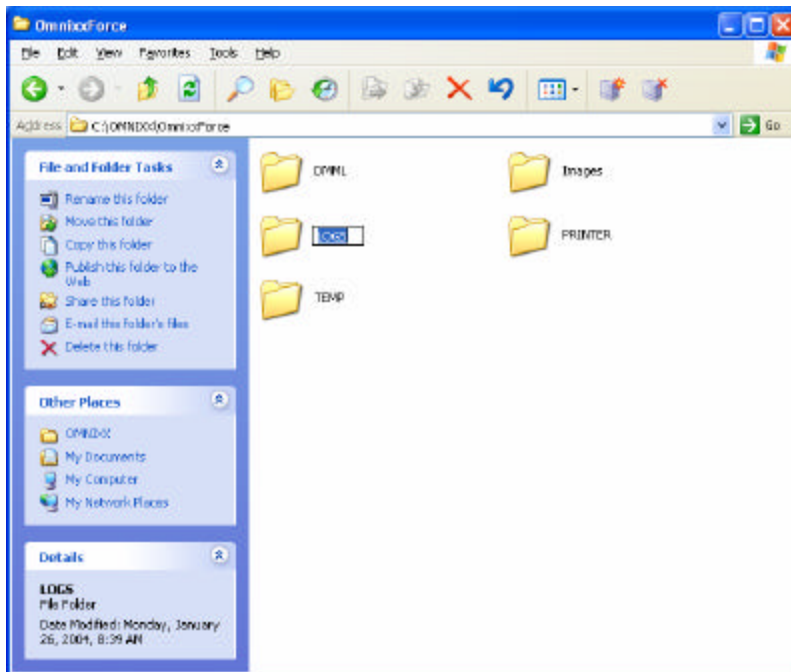
Figure 8 - Renaming the "LOGS" Folder

9. Type over the name "**LOGS**" with the name you chose, and then press the [Enter] key on your keyboard, or simply click in the white space outside of the folder.

Your new folder should now have the name you chose for it, similar to Figure 9 below.
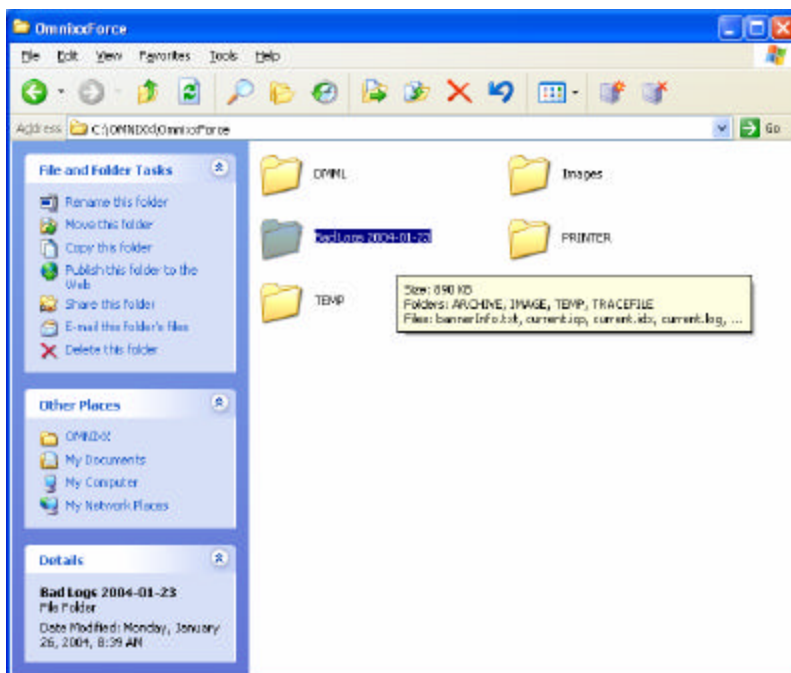

Figure 9 - "LOGS" folder renamed

Restart Omnixx™

Now that the LOGS folder has been renamed, close all of the open windows and restart Omnixx Force™ using your usual instructions. Force™ will automatically create a new "LOGS" folder for your new logs.

Any Questions?

Be sure to save these instructions in a safe place, or give them to your supervisor, so that others in your agency who have the same problem can follow these instructions to fix their Omnixx Force™ as well. If you have any questions about these procedures, please contact either the Indiana State Police Data operations Center, at (317) 232-8294, or the IDACS Section at (317) 232-8292.

Command Summary

The following is a summary of the instructions provided in the previous pages, absent the illustrative graphics. For those already familiar with these procedures this summary may serve as a useful memory tool.

1.   Double-click on "**My Computer**".

2.   Double-click on "**Local Disk (C:)**".

3.   If the window displays "**These files are hidden. … Show the contents of this folder**", click on the phrase "**Show the contents of this folder**".

4.   Double-click on the "**OMNIXX**" folder.

5.   Double-click on the "**OmnixxForce**" folder.

6.   Click once on your "**LOGS**" folder.

7.   Rename the "**LOGS**" folder to a new folder name by clicking on "**File**", then on "**Rename**"; name the new folder as "**Bad Logs YYYY-MM-DD**", where YYYY-MM-DD is the current date in year-month-day format. (E.g. "**Bad Logs 2004-01-23**")

8.   Close all open windows by clicking on the red "X" at the extreme upper right-hand corner of each window.

9.   Try to log into Omnixx Force™ using your standard procedures.